



SACHI A. HAMAI
EXECUTIVE OFFICER

COUNTY OF LOS ANGELES BOARD OF SUPERVISORS

KENNETH HAHN HALL OF ADMINISTRATION
500 WEST TEMPLE STREET, ROOM 383
LOS ANGELES, CALIFORNIA 90012
(213) 974-1411 • FAX (213) 620-0636

MEMBERS OF THE BOARD

GLORIA MOLINA
MARK RIDLEY-THOMAS
ZEV YAROSLAVSKY
DON KNABE
MICHAEL D. ANTONOVICH

January 5, 2011

TO: William T Fujioka
Chief Executive Officer

FROM: Sachi A. Hamai 
Executive Officer

SUBJECT: PUBLIC COMMENT REVIEW AND RESPONSE

At the Board of Supervisors' meeting held January 4, 2011, during the Public Comment portion of the meeting, Linda Kerstein and Choon Cho addressed the Board regarding issues relating to lack of services for deaf clients within the County. During the discussion, Supervisor Antonovich requested you to review Ms. Kerstein's and Ms. Cho's testimony and report back to the Board.

Enclosed is a "Request to Address the Board" form filled out by Linda Kerstein and Choon Cho, and a copy of the transcript to assist you in preparing your report.

SAH:ag

Enclosure

c: Each Supervisor

08010411_AdminMemoKerstein-Cho



**PUBLIC REQUEST TO ADDRESS
THE BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES, CALIFORNIA**

Tuesday, January 04, 2011

MEMBERS OF THE BOARD

GLORIA MOLINA

MARK RIDLEY-THOMAS

ZEV YAROSLAVSKY

DON KNABE

MICHAEL D. ANTONOVICH

Agenda Number: Public Comment

HOA

	First	MI	Last	Position
Name	<input type="text" value="Linda"/>	<input type="text"/>	<input type="text" value="Kerstein"/>	<input type="text" value="Public Comment"/>
Address	<input type="text"/>			Phone <input type="text" value="() -"/>
City	<input type="text"/>	State	<input type="text" value="CA"/>	Zip <input type="text"/>

Name of Organization Represented (if applicable)

Please Provide A Brief Description Of Your Position On This Matter

Sign Language Interpreter:

Linda Kerstein



The Preliminary Transcript of the Meeting of
The Los Angeles County Board of Supervisors

1 MONEY, WE ARE INSTALLING THE SMART SPRINKLERS IN OUR MAJOR
2 PARKS AND GOLF COURSES, RECOGNIZING THAT BOTH ON AN ENERGY AND
3 ON A WATER CONSERVATION ISSUE, IT'S THE RIGHT THING TO DO,
4 PLUS IT WILL RESULT IN SIGNIFICANT EFFICIENCY.

5

6 **SUP. ANTONOVICH, MAYOR:** BACK IN 1997 I HAD THE MOTION THAT
7 WAS PASSED TO DIRECT MORE RECYCLING OF THE GRAY WATER.

8

9 **C.E.O. FUJIOKA:** ABSOLUTELY.

10

11 **SUP. ANTONOVICH, MAYOR:** FOR THE PUBLIC. BUT WE'RE ALSO
12 TALKING ABOUT CAPTURING THE RUNOFF FROM RESIDENTIAL AND
13 COMMERCIAL BUILDINGS, WHICH IS DONE THROUGHOUT EUROPE AND THE
14 MIDDLE EAST, AND YET HERE WE LAG BEHIND.

15

16 **C.E.O. FUJIOKA:** WE'LL LOOK AT THAT. LOOKING AT ALL THOSE. BUT
17 WE'LL BRING IN A MOTION ABOUT ALL THOSE. SO THANK YOU.
18 SUPERVISOR MOLINA? SUPERVISOR YAROSLAVSKY? OKAY. PUBLIC
19 COMMENT. CHONG CHO AND LINDA CIR KERSTEIN YOU ARRANGE IT. HOW
20 MANY ARE IN THIS GROUP? TWO, OKAY.

21

22 **HI. I AM A DEAF VICTIM AND I HAVE MY INTERPRETERS HERE TODAY.**
23 **I BELIEVE THAT L.A. COUNTY ADULT PROTECTIVE SERVICES OR APS**
24 **AND COUNTY SENIOR SERVICES OR CSS HAVE VIOLATED THE AMERICANS**
25 **WITH DISABILITIES ACT. I BELIEVE THAT THEY NEED TRAINING FOR**

NOTICE

This transcript was prepared from television closed captioning and is not certified for its content or form.



The Preliminary Transcript of the Meeting of
The Los Angeles County Board of Supervisors

1 WORKING WITH DEAF PEOPLE IN THE PROGRAMS. ALSO, APS AND CSS,
2 AS THE DEPARTMENTS, HAVE FAILED TO LISTEN TO COMPLAINTS FROM
3 DEAF CLIENTS OVER THE PAST YEAR THAT'S BEEN ONGOING. APS AND
4 CSS MUST, IN MY OPINION, RECEIVE SOME KIND OF TRAINING FOR ALL
5 STAFF, INCLUDING SOCIAL WORKERS ON HOW TO WORK WITH AND
6 UNDERSTAND DEAF VICTIMS AND THEIR RIGHTS. APS AND CSS, AS THE
7 COUNTY'S DEPARTMENTS, I BELIEVE HAVE VIOLATED THE ADA
8 REGULATIONS IN NUMEROUS WAYS. AND I BELIEVE THEY HAVE GROSSLY
9 NEGLECTED ASSISTING DEAF VICTIMS IN EXERCISING THEIR RIGHTS.
10 APS AND CSS HAVE VIOLATED MY OWN CONFIDENTIALITY, BREACHED
11 THAT IN RELATION TO COMPLAINTS THAT HAVE BEEN FILED AND HAS
12 SPREAD THROUGHOUT MY NEIGHBORHOOD AND MY COMMUNITY MY
13 CONFIDENTIAL INFORMATION. AND THAT'S MY BASIS FOR WHY I
14 BELIEVE THAT MY CONFIDENTIALITY WAS BREACHED. AND THIS NEEDS
15 TO STOP. I'M A VICTIM. AND I'M DEAF. AND I NEED TO BE
16 UNDERSTOOD. AND MY FRUSTRATION NEEDS TO BE UNDERSTOOD. THAT IS
17 ALL.

18

19 >> SUP. ANTONOVICH, MAYOR: FOR BOTH OF THEM? TELL THEM THAT WE
20 WILL REFER THEIR TESTIMONY TO OUR CHIEF EXECUTIVE OFFICER TO
21 REVIEW AND MAKE A REPORT BACK TO US. MISS CHO WANTS TO SPEAK,
22 TOO?

23

24 SHE'S ACTUALLY GOING TO SPEAK FOR HERSELF.

25

NOTICE

This transcript was prepared from television closed
captioning and is not certified for its content or form.



**PUBLIC REQUEST TO ADDRESS
THE BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES, CALIFORNIA**

MEMBERS OF THE BOARD

GLORIA MOLINA

MARK RIDLEY-THOMAS

ZEV YAROSLAVSKY

DON KNABE

MICHAEL D. ANTONOVICH

Tuesday, January 04, 2011

Agenda Number: Public Comment

HOA

	First	MI	Last	Position
Name	Choon		Cho	Public Comment
Address	4716 E. Cesar Chavez Avenue			Phone (323) 266-0453
City	Los Angeles	State	CA	Zip 90022

Name of Organization Represented (if applicable)

Please Provide A Brief Description Of Your Position On This Matter

Will need a sign language interpreter



The Preliminary Transcript of the Meeting of
The Los Angeles County Board of Supervisors

1 WORKING WITH DEAF PEOPLE IN THE PROGRAMS. ALSO, APS AND CSS,
2 AS THE DEPARTMENTS, HAVE FAILED TO LISTEN TO COMPLAINTS FROM
3 DEAF CLIENTS OVER THE PAST YEAR THAT'S BEEN ONGOING. APS AND
4 CSS MUST, IN MY OPINION, RECEIVE SOME KIND OF TRAINING FOR ALL
5 STAFF, INCLUDING SOCIAL WORKERS ON HOW TO WORK WITH AND
6 UNDERSTAND DEAF VICTIMS AND THEIR RIGHTS. APSPAND CSS, AS THE
7 COUNTY'S DEPARTMENTS, I BELIEVE HAVE VIOLATED THE ADA
8 REGULATIONS IN NUMEROUS WAYS. AND I BELIEVE THEY HAVE GROSSLY
9 NEGLECTED ASSISTING DEAF VICTIMS IN EXERCISING THEIR RIGHTS.
10 APS AND CSS HAVE VIOLATED MY OWN CONFIDENTIALITY, BREACHED
11 THAT IN RELATION TO COMPLAINTS THAT HAVE BEEN FILED AND HAS
12 SPREAD THROUGHOUT MY NEIGHBORHOOD AND MY COMMUNITY MY
13 CONFIDENTIAL INFORMATION. AND THAT'S MY BASIS FOR WHY I
14 BELIEVE THAT MY CONFIDENTIALITY WAS BREACHED. AND THIS NEEDS
15 TO STOP. I'M A VICTIM. AND I'M DEAF. AND I NEED TO BE
16 UNDERSTOOD. AND MY FRUSTRATION NEEDS TO BE UNDERSTOOD. THAT IS
17 ALL.

18

19 >> SUP. ANTONOVICH, MAYOR: FOR BOTH OF THEM? TELL THEM THAT WE
20 WILL REFER THEIR TESTIMONY TO OUR CHIEF EXECUTIVE OFFICER TO
21 REVIEW AND MAKE A REPORT BACK TO US. MISS CHO WANTS TO SPEAK,
22 TOO?

23

24 SHE'S ACTUALLY GOING TO SPEAK FOR HERSELF.

25

NOTICE

This transcript was prepared from television closed captioning and is not certified for its content or form.



The Preliminary Transcript of the Meeting of
The Los Angeles County Board of Supervisors

1 >> BUT I'M DEAF BUT CAN SPEAK. MY PROBLEM IS FOR ALL DEAF
2 PEOPLE GENERAL PROBLEM BECAUSE WHEN WE HAVE OUR APPOINTMENTS,
3 WE CAN ENTER AND COMMUNICATE SO BEFORE -- AND THEN WE CALL FOR
4 INTERPRETER. SOME OKAY -- THAT'S OKAY BUT MORE SO WE WHO CAN
5 SPEAK IN SIGN LANGUAGE BOTH, WE DON'T HAVE ANY PERSON FROM
6 THERE. SO IMPORTANT TO US FOR SECTION 8 HOUSING BEFORE GIVE,
7 THEY HAVE ORIENTATION, BUT DEAF PEOPLE, NO. SO LATER BROKE THE
8 RULES. BOTH THE COUNTY HOSPITAL APPOINTMENT, CALL THE
9 INTERPRETER, AFTER SIX MONTHS CALLS FROM, HOW? BUT AFTER SIX
10 MONTHS LATER COME INTERPRETER. NO QUALIFIED INTERPRETER THERE.
11 YOU UNDERSTAND? AND THEN -- THE INTERPRETER LEFT BECAUSE THEY
12 DON'T KNOW HOW TO RULE. THEY HAVE COME FROM -- FAIR IS FAIR.
13 LET THESE DIF DEAF PEOPLE GO -- SO ALL -- FEDERAL OR -- PERSON
14 AND MORE TTYs THERE BUT "PLEASE LEAVE MESSAGE AND YOUR NAME
15 AND NUMBER. WE'LL CALL BACK IN 24 HOURS. ". CALL? NO. I WAIT
16 AND CALL, OKAY? OKAY. THEY FRUSTRATE DEAF PEOPLE. FOR NOTHING.
17 OKAY. WE WILL TAKE THE TESTIMONY, REFER IT TO THE C.E.O. AND
18 HE WILL MAKE A REVIEW OF THEIR CONCERNS. YOU'RE WELCOME.

19

20 >> THANK YOU VERY MUCH.

21

22 >> SUP. ANTONOVICH, MAYOR: THANK YOU. PAUL HAHN, JAMES
23 CLEMSON, JACKIE NUTTING, DAVID KOOIMAN. JUST IDENTIFY YOURSELF
24 FOR THE RECORD BEFORE YOU SPEAK. YEAH, WE'LL HAND OUT.

25

NOTICE

This transcript was prepared from television closed
captioning and is not certified for its content or form.